

Giving Effective Feedback

Basic Principles:

- Be specific *“Thanks for staying late...”*
- Be as immediate as possible *“Thanks for staying late tonight...”*
- Relate it to a positive result *“Thanks for staying late tonight and getting that report out...”*
- Be sincere and genuine *“Thanks for staying late tonight and getting that report out. I really appreciate the extra effort.”*
- State your feelings *“Thanks for staying late tonight and getting that report out. I really appreciate the extra effort. It really eased my mind knowing that it would be out on time.”*
- Praise progress, not just accomplishments *“Your response times are really improving. I know you’ve made a real effort to shorten them. I just wanted to let you know I noticed and I feel good about the progress that you’ve made.”*

Note: It is JUST as important to give feedback when an employee does something well as it is when you want to correct or modify behavior. Although these examples are for positive and improved performance, the same principles hold true when there is a performance discrepancy.